



# City of **Carmel Utilities**

**JIM BRAINARD, MAYOR**  
One Civic Square, Carmel, IN 46032

## CITY OF CARMEL UTILITIES 2018 ANNUAL REPORT

### Welcome to the Carmel Utilities 2018 Annual Report

Carmel Utilities continues to take every measure to be the best public water and wastewater utility possible. As a Department of the City of Carmel, we understand the expectations we have for excellence in all that we do. But our primary goal is to surpass those expectations and meet the needs of each of our customers.

The year 2018 was another successful one for Carmel Utilities. Our 103 Utility Team members went above and beyond providing service and meeting the growth demands our City has experienced. We increased investment in our plants and equipment such as the upgrading of filter media in all three water plants to further improve our water quality.

During this year of growth, we also expanded our trash and recycling service to more than 2,000 new customers in the Home Place area, saving the majority of those homeowners money each month.

We also continued our partnership with Carmel Clay Schools' Green Teams and White's Ace Hardware to bring to the City Holiday Light recycling to our community – collecting and

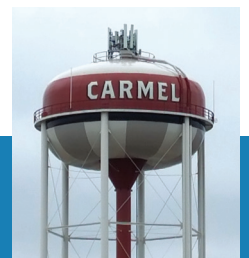
recycling more than 3,400 pounds of lights. We continued with our second year of providing semi-annual bulk item drop off service through our trash & recycling contract. We had our inaugural year of the Carmel Citizens Utility Academy which was a huge success.

And when it comes to providing uninterrupted water service, the unfortunate occurrence can and does happen to all utilities. When it does happen to us, our crews work through the night to make sure that service is restored as quickly as possible.

I hope you enjoy the following pages that are chock full of facts and figures showing the wide range of service measurements we have. But it's important to remember that as impressive as those numbers may be, they cannot measure the dedication and customer orientation our staff members have when serving our fellow residents of Carmel.

We are looking forward to another great year in 2019!

John Duffy,  
Utilities Director



# WATER UTILITY

ANNUAL WATER PRODUCTION

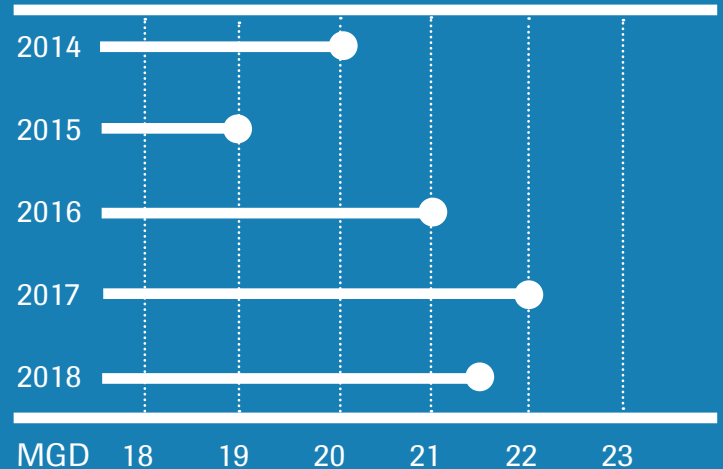
**3,767,229,000** GALLONS

AVERAGE WATER DEMAND

**10.3 MILLION**

GALLONS PER DAY

## PEAK-DAY WATER DEMAND—MGD



## FACILITY INFORMATION

**4**  
TREATMENT  
PLANTS

TREATMENT CAPACITY MGD  
CURRENT: **34 MGD**  
EXPANSION: **38 MGD**

SIZE OF SERVICE AREA  
SQ. MILES/ACRES:  
**50.23 SQ MILES**

**\$10,818,806**  
2018 OPERATING BUDGET

**\$167,206,865**  
TOTAL ASSET VALUE

**56**  
NUMBER OF EMPLOYEES

**30,170**  
NUMBER OF CUSTOMERS

**558**  
NUMBER OF NEW CUSTOMER  
INSTALLATIONS IN 2018

**3,300**  
NUMBER OF CUSTOMER  
CALL-INS FOR EMERGENCY  
RESPONSES

**32,311**  
NUMBER OF WORK  
ORDERS SERVICED

**565**  
MILES OF WATER MAINS

**5580**  
NUMBER OF FIRE HYDRANTS  
INSPECTED/SERVICED

**31,512**  
NUMBER OF 811  
WATER LINE LOCATES



Promote WaterSense  
and water efficiency.



Awarded to communities who  
go above and beyond the state's  
requirements for protecting their  
drinking water supply.



Educates people and inspires  
action to ensure sustainable,  
clean groundwater for future  
generations.





# WASTEWATER UTILITY

ANNUAL WASTEWATER FLOW

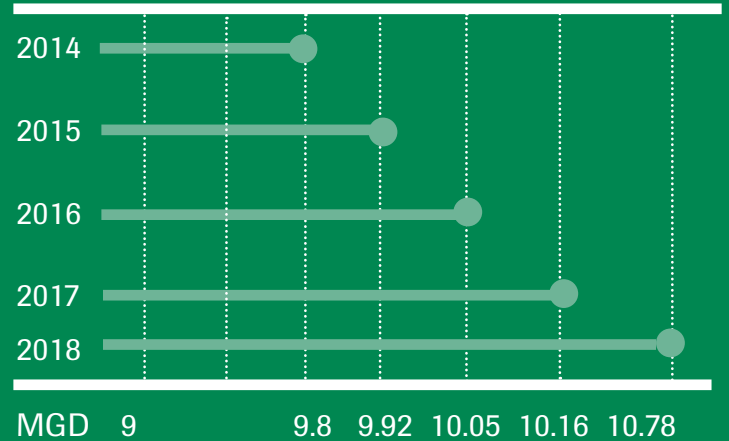
**4,470,850,000** GALLONS

CLASS IV CONVENTIONAL-ACTIVATED SLUDGE-TYPE PLANT

**10.78 MILLION**

GALLONS PER DAY

AVERAGE MGD



## AWARD WINNING

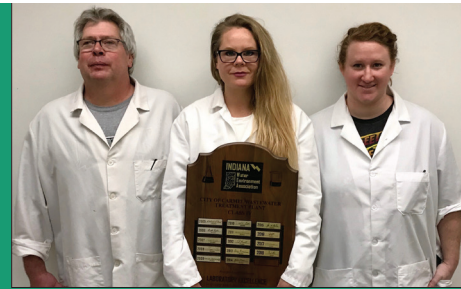
**Named Best in Class**

by the Environmental Protection Agency

**Nation's First Municipal BioPasteur System**  
for Class A biosolids

**Outstanding Laboratory Award (2001-2018)**

Indiana Water Environment Association Lab  
*Left to Right: David Dye, Tara Washington  
and Rachel Calhoun.*



**\$7,839,974**

2018 OPERATING BUDGET

**\$66,743,672**

TOTAL ASSET VALUE

**47**

NUMBER OF EMPLOYEES

**365**

NUMBER OF DAYS  
IN OPERATION 2018

**16,460**

NUMBER OF CUSTOMERS

**130**

NUMBER OF NEW CUSTOMER  
INSTALLATIONS IN 2018

**437**

NUMBER OF CUSTOMER  
CALL-INS FOR EMERGENCY  
RESPONSES

**18,522**

NUMBER OF WORK  
ORDERS SERVICED

**255**

MILES OF SANITARY MAIN

**16 MILES**

SANITARY SEWER MAIN  
CLEANED/TV INSPECTED 2018

**12,887**

NUMBER OF 811  
SEWER LINE LOCATES



Through a series of advanced wastewater treatment processes, Carmel Wastewater Treatment Plant maintains an excellent reputation as a highly efficient and reliable treatment facility.





## Inaugural Citizens Utility Academy

In 2018, Carmel Utilities held its inaugural Citizens Utility Academy to help our customers discover the answers to these questions. This program enables our customers to take a behind-the-scenes look at the various operations of our Utility.

Participants tour key facilities such as our Water Treatment plant and Republic Services Recycling Center. They talked with Utility leaders about current issues and learned about the challenges the Utility faces every day.

The reviews from the first year participants were outstanding and the program will be offered twice in 2019.

Do you ever wonder  
what happens to  
your recycling?

Do you ever wonder  
what happens to your  
water after it goes  
down the drain?

Do you ever wonder  
where your water  
comes from and  
how it gets to you?

For more information visit:

[www.carmel.in.gov/government/departments-services/  
utilities/citizens-utility-academy](http://www.carmel.in.gov/government/departments-services/utilities/citizens-utility-academy)



**Reduce  
Reuse  
Recycle**

### Residential Trash & Recycling

**28,943**

NUMBER OF  
CUSTOMERS

**29,970**

TONS OF TRASH  
DISPOSED OF IN 2018

**8,139**

TONS OF RECYCLING  
DISPOSED OF  
IN 2018

## Yes

Glass bottles/jars rinsed  
All empty plastic bottles  
marked 1-7

Aluminum & steel cans  
(please rinse, put lids in cans)

All paper grades  
(if you can rip it, recycle it!)

Cardboard, box-board

## No

Styrofoam of any type

Used pizza boxes

Ceramics

Mirrors

Light bulbs

Window glass

Food-soiled items

Plastic flower pots

Clear dome covers  
from take-out food trays

Waxy-feel milk &  
orange juice cartons

Paper towels & napkins

Electronics

Plastic bags

## EMPTY. CLEAN. DRY.

The recycling commodities market has changed. China is no longer processing other countries recycling and the U.S. recycling processing markets are very selective on the quality of the material they will accept. We all have to work together to make the recycling product uncontaminated and as easy to process as possible. Unfortunately contaminated recycling often ends up in a landfill.

### No Soiled or Wet Materials

One dirty item can contaminate an entire truckload, so make sure recyclables are empty, clean and dry.

- Once cardboard or paper comes into contact with

food or liquid, it can no longer be recycled.

### Keep it Loose

Remember to never put your recyclables in containers or bags

- Don't bag or contain
- Plastic bags can get caught in the machinery causing delays and damage to equipment.
- Bundled recyclables can't be sorted at the facility so all of it ends up in a landfill.

### No Connected or Mixed Materials

When two or more materials are connected, they cannot be recycled as is, even if they're all recyclable.

 **Carmel Utilities**

[www.carmel.in.gov](http://www.carmel.in.gov) • (317) 571-2442